

IOT Network Management - 2016

Who We Are:

A 14-member team that manages the statewide data network for the Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

Our Mission: Maintain and maximize network connectivity.

Department: 493011

Manager: John Stipe

What We Do:

The team supports data network connectivity adds/moves/changes, which includes management of more than 4,000 network devices at more than 1,000 sites. The team also supports remote access through VPN for more than 4,000 users and wireless LAN access through more than 1,100 wireless access points statewide.

Our Products:

1117	Cellular Phone Services
1155	Network Services

Our Tools:

vFire	Ticket Management and SLA Measurement
Cisco Identity Services Engine	Authorization, Identification & Accounting of Network Attached and Remotely Connected Devices and Users
Cisco Prime Infrastructure	Wireless Network Management
Cisco Smart Services Conn	Cisco Inventory and Support Management
MS Azure Active Auth	2-Factor Authentication
QRadar	Syslog Management
Solarwinds NMS	Network Mgt, Alert Mgt\Outage notification, Perf Metric's and Usage\Capacity planning.
Verizon MyBiz	Verizon Cellular Service Order Management

Our Metrics: Mon-Fri 6am-6pm excluding state holidays

Network Tickets:

Resolve customer issues within 40 IOT business hours 90%+ G; 87%+ Y; <87% R

Network Availability:

Campus Area Network	99.9%+ G; 97.9%+ Y; < 97.9% R
Wide Area Network	98.9%+ G; 96.9%+ Y; < 96.9% R
Switch Availability	99.9%+ G; 97.9%+ Y; <97.9% R
VPN Availability	99.9%+ G; 97.9%+ Y; <97.9% R

Our Customers:

Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

Our Budget: \$6.8 million

Recent Major Accomplishments:

- Created stretched data center network between Indianapolis and Bloomington to support multi-site high-availability for the data center and protected data.
- Upgraded edge network to support 10 GB connectivity to the Internet
- Upgraded campus firewalls to support new technology
- Refreshed campus local area network to support PoE

Current Projects:

- Refresh local area network for ISDH at 2 N Meridian
- Upgrade Lifeline firewalls from Firewall Service Modules to ASA Service Modules
- Install and implement Identity Services Engine for VPN, Wireless and network port level authentication
- Consolidate Logansport State Hospital network